



Iowa Department of Human Services

Iowa Medicaid Enterprise
100 Army Post Road
Des Moines, Iowa 50315
Phone Number 515-256-4600
Operating Hours Monday – Friday 8:00 AM - 4:30 PM

Medicaid Director - Jennifer Vermeer

Fraud and Abuse

Report Child Abuse Child and Dependent Adult Abuse Hotline 1-800-362-2178 Department of Human Services CSIU P.O. Box 4826 Des Moines, IA 50305 24 hours per day 7 days a week	Nursing Home and Home Health Complaint Hotline: 1-877-686-0027 Fax 515-281-7106 Iowa Department of Inspections and Appeals Health Facilities Division/Complaint Unit Lucas State Office Building 321 East 12th Street Des Moines, Iowa 50319-0083 Website: www.dia-HFD.state.ia.us	Report Suspected Medicaid Fraud 1-800-831-1394 Monday - Friday 7:00 AM - 6:00 PM

Members

Contact Group and Operating Hours	Services	Local /Toll Free, Fax Numbers, and Email address	Mailing Address and Email
Member Services Monday - Friday 8:00 AM - 5:00 PM	<ul style="list-style-type: none"> - Member Inquiries - Member enrollment - Iowa Care - Billing Issues - Disease Management - Maternity Management - Lock-In 	800-338-8366 Toll Free 515-256-4606 (Des Moines area) 515-725-1351 (Fax) Email: IMEMemberServices@dhs.state.ia.us	Member Services P.O. Box 36510 Des Moines, IA 50315 www.ime.state.ia.us
hawk-i Program 7:00 AM - 7:00 PM Monday – Friday	For questions about the hawk-i program or to apply for health insurance coverage for children under age 19 with family income up to 300% federal poverty level.	800-257-8563 Toll Free	hawk-i P.O. Box 71336 Des Moines, IA 50325-9958 www.hawk-i.org
Health Insurance Premium Payment (HIPP) Program Monday – Friday 8:00 AM - 4:30 PM	For questions about the HIPP program or to apply for insurance reimbursement for Medicaid members.	888-346-9562 Toll Free 515-974-3282 (Des Moines area) 515-725-0755 (Fax) Email: HIPP@dhs.state.ia.us	HIPP P.O. Box 36476 Des Moines, IA 50315-9907 www.dhs.state.ia.us/hipp
Estate Recovery Monday - Friday 7:30 AM - 5:30 PM	For information about the Estate Recovery Program, Medical Assistance Income Trusts (Miller Trusts) and related payments.	888-513-5186 Toll Free 515-246-9841 (Des Moines area) 515-246-0155 (Fax)	Estate Recovery P.O. Box 36445 Des Moines, IA 50315 http://www.ime.state.ia.us/Estate.html
Lien Recovery Monday - Friday 8:00 AM - 4:30 PM	To request Medicaid claims records related to third party liability, trauma claims, and lien recovery payments.	888-543-6742 Toll Free 515-256-4620 (Des Moines area)	Lien Recovery P. O. Box 36446 Des Moines, IA 50315

Exception to Policy	An exception to policy is a request for an item or service not otherwise covered by the Department of Human Services.	515-242-6302	Department of Human Services Appeal Section 1305 East Walnut Street, Room 112 Des Moines, IA 50319-0112 http://www.dhs.state.ia.us/dhs/appals/exceptions_policy.html
Non-Emergency Medical Transportation (NEMT) Services	Non-Emergency Medical Transportation provided through a broker (TMS).	866-572-7662 Toll Free 866-584-7601 Toll Free Fax	TMS Management Group, Inc. Midwest Regional Office 5800 Fleur Drive, Suite 231 Des Moines, IA 50321-2854 www.tmsmanagementgroup.com/iowa
Magellan Health Services of Iowa	Mental Health and Substance Abuse services for enrolled members	800-317-3738 Toll Free	

Providers

Contact Group and Operating Hours	Services	Local /Toll Fee and Fax numbers	Mailing Address and Website
Provider Services Monday - Friday 7:30 AM - 4:30 PM	Provider inquiries regarding claims, credit/adjustments, provider enrollment and status of application.	800-338-7909 Toll Free 515-256-4609 (Des Moines area) 515-725-1155 (Fax)	Provider Services P.O. Box 36450 Des Moines, IA 50315 http://www.ime.state.ia.us/Providers/index.html
ELVS - Eligibility Verification System 24 hours per day 7 days a week	Medicaid eligibility verification tool using automated voice response.	800-338-7752 Toll Free 515-323-9639 (Des Moines area) https://ime-diss5010.noridian.com/iowaxchange5010/LogonDisplay.do	

Medical Support Monday - Friday 8:00 AM - 4:30 PM	This unit consists of medical professionals and affiliated staff that provide medical review consideration on specific areas such as coverage and benefits as well as assisting with exceptions to policy, prior authorizations and appeals.	800-383-1173 Toll Free 515-256-4623 (Des Moines area) 515-725-1355 (General Fax) 515-725-1349 (Fax Long Term Care) 515-725-0931 (Fax Remedial Authorization) 515-725-0420 (Fax Remedial Progress Notes)	Medical Prior Authorization P.O. Box 36478 Des Moines, IA 50315
Provider Audits & Rate Setting Monday - Friday 8:00 AM - 5:00 PM	For questions related to submitted Medicaid cost reports and cost settlement payments.	866-863-8610 Toll Free 515-256-4610 (Des Moines area) 515-725-1353 (Fax)	Provider Cost Audit P.O. Box 36478 Des Moines, IA 50315
Medical Prior Authorization Monday - Friday 8:00 AM - 4:30 PM	For providers requesting medical prior authorization (PA), pre-procedure requests, and to provide supporting documentation for prior authorizations including medical reports, photos and x-rays.	888-424-2070 Toll Free 515-256-4624 (Des Moines area) 515-725-1356 (Fax) 515-725-0938 (Dental PA Fax)	Prior Authorization P.O. Box 36478 Des Moines, IA 50315
Program Integrity Monday - Friday 8:00 AM - 5:00 PM	For clinical records requests, payments related to findings and to report fraud referrals.	877-446-3787 Toll Free 515-256-4615 (Des Moines area) 515-725-1354 (Fax)	Program Integrity Unit P.O. Box 36390 Des Moines, IA 50315
Third Party Liability (TPL) Monday - Friday 8:00 AM - 4:30 PM	Coverage updates from insurance carriers, insurance carrier payments, and claim adjustments due to third party liability.	866-810-1206 Toll Free 515-256-4619 (Des Moines area) 515-725-1352 (Fax)	Third Party Liability P. O. Box 36475 Des Moines, IA 50315
Pharmacy PA Hotline Monday - Friday 8:00 AM - 5:00 PM	Prior Authorization for prescriptions	877-776-1567 Toll Free 515-256-4607 (Des Moines area)	
Pharmacy POS Monday - Friday 8:00 AM - 5:00 PM	Provider inquiries regarding claims, credit/adjustments, specific to pharmacy.	877-463-7671 Toll Free 515-256-4608 (Des Moines area)	Drug Rebate (including supplemental) P.O. Box 310195 Des Moines, IA 50331-0195
Pharmacy PA FAX 24 hours per day 7 days a week		800-574-2515 (Fax Only)	

Electronic Data Interchange (EDI) Support Services	Enrollment for EDI transactions, PC-ACE Pro32 related questions, password resets (Total On-Boarding (TOB), Bulletin Board System (BBS) or the Iowa Medicaid Web Portal), and electronic claim submission ANSI formatting related questions.	800-967-7902 Toll Free	
Medicaid Claims	For submission of paper Medicaid claims. Includes all submissions within 1 year from date of service and retroactive eligibility claims between 12 to 23 months from the date of service.	800-338-7909 Toll Free 515-256-4609 (Des Moines area)	Medicaid Claims P.O. Box 150001 Des Moines, IA 50315